CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: AD880					
Classification Specification: <u>ADMINSTRATIVE ASSISTANT 2</u>					
Salary Range: NR27					
Position Description: Administrative Assistant 2					
Incumbent:					
Location: Economic Development/ Administration/City Council/					

GENERAL PURPOSE:

Under the direction of the Economic Development Director or designee, perform a wide variety of complex and responsible administrative duties in support of the Economic Development Director and the City Council. Coordinate and process administrative activities and details not requiring the immediate attention of the Director and the City Council. This position also functions as a member of the Administration/Mayor's Office staff.

Work is characterized by difficult, complex, specialized and confidential administrative duties for a department director and the City Council. The position maintains a high level of responsibility, degree of specialization, and the ability to work with seven diverse elected officials. The duties of this position affect department-wide operations. The incumbent is required to have the ability to make decisions and take responsibility for such decisions. The incumbent is also required to exercise a substantial amount of tact, independence, judgment and initiative.

Work is performed under limited supervision. Supervisor sets the overall objectives and resources available. Incumbent and supervisor work together to develop the deadlines, projects, and work to be completed. Incumbent is responsible for the work, plans and carries out the assignment, resolves most conflicts that arise, coordinates work with others, and interprets policies on own initiative in terms of established objectives. Incumbent keeps supervisor informed of progress, potentially controversial matters, or far reaching implications. Work is reviewed in terms of feasibility, compatibility with other work, or effectiveness of results.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serve as confidential administrative assistant to the Economic Development Director and seven City Council members to relieve the Director and council members of clerical, technical and administrative duties; serve frequently as liaison between the Director and Council members and the public, management and other City employees.

Perform administrative assistance and support to the Economic Development Division to include Neighborhood Programs and Communications.

Perform the day-to-day administrative activities and functions in support of the Mayor's office, City Administration, Economic Development Division and the City Council's office. Serve as back-up support to the Mayor and/or Chief Administrative Officer in the Executive Assistants' absence.

Conduct independent research and analysis concerning administrative assignments; exercise independent judgment and initiative; evaluate information and recommend alternative courses of action.

Collect, compile, and coordinate statistical data, financial data, staff input, and other information for inclusion into periodic and special reports; assemble and prepare special reports and agenda items as necessary including Council agenda items and back-up materials; research and analyze information; and establish appropriate report formats.

Prepare a variety of correspondence, memoranda, reports, and other material including materials of a confidential nature; record and prepare minutes from a variety of meetings, as requested; and review and proof documents, records, and forms for accuracy, completeness, and conformance to applicable rules and regulations.

Confer with Director, Council members and staff to receive assignments, instructions, and information.

Perform public relations duties that include diplomatically responding to citizen inquiries and/or complaints, including irate walk-ins and/or unusual or complicated requests, on behalf of the Director and/or the Council; monitor and follow-up on inquiries and/or complaints as assigned. Assist callers by relaying messages, answering questions, responding to requests, resolving problems, explaining department policies and procedures and referring callers to the Director or the appropriate Council members or staff as needed.

Maintain and update the calendars such as the Council calendar of events, individual Council members' calendars, the Director's calendar and assigned City staff's calendars; arrange, prioritize and schedule meetings and appointments, presentations/appearances, tours, conferences, etc.; notify Director, Council members and/or staff of meetings and events.

Process mail and e-mail; open, sort, route and distribute incoming and outgoing mail; maintain discretion and confidentiality with the mail and e-mail information; denote important sections of mail for the attention of the Director or Council; prepare preliminary responses to correspondence for approval; determine action to be taken; implement action as authorized.

Arrange travel itinerary, reservations, credit card use, and reimbursement of business expenses.

Prepare the Council budget; assist in the preparation of Administration's and Economic Development budget; verify the accuracy of budget information; monitor and control

Position Description: Administrative Assistant 2

purchases and expenditures; prepare and process requisitions and purchase orders, bills, expenses, transfers and other forms and documents.

Page 3 of 6

Maintain a variety of confidential information, complex files and records; prepare and maintain payroll and personnel records as assigned.

Serve as the Records Management Officer for the Economic Development and Council offices, maintaining public records for retention, scanning records into the electronic records system, and setting records destruction dates; preparing and assembling document packages for public requests.

Attend meetings, seminars, conferences and training as appropriate, maintain a current understanding of City and department functions and programs. Participate as a representative of the department on a variety of committees. Provide assistance to special projects or other departments as assigned.

Order, receive, store and distribute office supplies and forms; develop office forms and procedures as needed.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Applicable local, state and federal laws, codes, regulations and ordinances
- Organizational structure, policies, procedures, objectives, functions and activities of municipal government
- Modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheet applications
- Record keeping techniques
- Basic principles and practices of governmental budgeting, accounting and purchasing, including preparation, monitoring, transferring, and reporting
- Interpersonal skills using tact, patience and courtesy
- Oral and written communication skills
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Telephone etiquette and techniques to properly assist a diverse assortment of persons and inquiries
- Research and analysis methods and techniques

SKILLED IN:

- Effective use of interpersonal skills including tact, patience and courtesy
- Performing research and analysis
- Use of oral and written communication skills

- Correct usage of English grammar, spelling, punctuation and vocabulary
- Proper use of telephone etiquette and techniques to properly assist a diverse assortment of inquiries and persons
- Effective use of modern office practices, procedures, and equipment including personal computers and related software such as word processing software and its graphic related functions, and spreadsheet programs

ABILITY TO:

- Provide difficult, complex and confidential administrative assistance to the Director and City Council.
- Interpret, apply and explain laws, rules, regulations, policies, and procedures
- Assemble diverse and complex data/material and independently compose, proofread, and edit reports and general and complex business correspondence
- Analyze situations accurately and adopt an effective course of action; deal with practical problems
- Exercise independent judgment; make decisions within set parameters and take responsibility for such decisions
- Work independently with minimal supervision
- Effectively provide work directions and apply principles and practices of supervision as appropriate
- Understand and work within scope of authority
- Work confidentially with discretion
- Respond to the public with courtesy, tact and patience
- Assemble, prepare, monitor and maintain department budget and accounting, as required
- Maintain a variety of complex filing systems and records
- Plan and organize work to meet schedules and timelines
- Establish and maintain cooperative and effective working relationships with others
- Work flexible work schedules including evenings, weekends and varying schedules as required by the position's work flow
- Communicate effectively both orally and in writing
- Read, comprehend, and explain rules, regulations, policies and procedures
- Type at an acceptable rate of speed
- Speak and effectively present information and respond to questions from small groups of volunteers, public groups, or employees
- Add, subtract, multiply, and divide; compute rate, ratio, and percent; and to create and interpret graphs and charts
- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form

EDUCATION AND EXPERIENCE:

Education: High school diploma, general education degree (GED), or equivalent,

supplemented by two (2) years college level course work or training in business, office management, administrative assistance, secretarial training or a related

field; and

Experience: Four (4) years of increasingly responsible administrative support experience

including at least two (2) years of experience performing administrative support

Position Description: Administrative Assistant 2

for an administrator/director, a commission, council, or special group with extensive public contact.

Or:

In place of the above requirement, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed above.

Page 5 of 6

LICENSES AND OTHER REQUIREMENTS:

Valid Washington State Driver's license

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer, including spreadsheet and word processing software, printers, telephone, fax machine, copy machine, calculator, projector, and Dictaphone. May also be required to operate a 35mm or digital camera.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; talk; and hear. The employee frequently is required to type on keyboard for extended periods of time; reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in an indoor office environment subjected to multiple interruptions by walk-in citizens, employees, telephone calls and interoffice activities. While performing the duties of this job, the employee frequently comes into contact with elected officials, City management, employees, and the general public. Because of the nature of work, the incumbent may be required to deal with difficult and/or irate individuals, requiring the effective use of conflict management skills. Incumbent is required to maintain professional composure and demonstrate diplomacy, tact, patience and courtesy at all times. Incumbent may be required to work flexible work schedules including evenings, weekends, and varying schedules to accommodate various meeting and the workflow of the position. Incumbent may be required to travel to different sites and is occasionally exposed to outdoor weather conditions while retrieving/delivering supplies/documents. The noise level in the work environment is usually moderate.

Position	Page 6 of 6				
SIGNAT	URES:				
Incumbent's Signature Approval:		Date	Supervisor's Signature	Date	
 Departm	nent Director/Designee	Date	Employee Services Director/	Designee Date	
** Note:	Note: This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.				

Revised: 6/09/05; 12/13/06 AH; 10/31/07